

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5796
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 13, 2021

Subject: N212329521 - Emission Recall
VECI Label Missing OBD Designation

Models: 2020 Cadillac CT4
2020 Cadillac CT5

To: All General Motors Dealers

General Motors is releasing Emission Recall N212329521 today. The total number of U.S. vehicles involved is approximately 10,861. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 17, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 14, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Product Emission Recall

N212329521 VECI Label Missing OBD Designation



Release Date: May 2021

Revision: 00

Attention: Vehicles involved in this recall were placed on stop delivery March 25, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. **(Canada Only)**

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle. **(Canada Only)**

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT4	2020	2020		
Cadillac	CT5				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided to conduct a voluntary emissions recall involving certain 2020 Cadillac CT4 and CT5 vehicles. The Vehicle Emissions Control Information (VECI) label may not contain the correct On-Board Diagnostic (OBD) system identifier.
Correction	Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with the installation instructions. Customers may install the label or, if they desire, they may take the label to their dealer for installation at no charge.

Parts

Customers can expect to receive a label enclosed with their notification letter. If a replacement label is required for customer-owned vehicles, please follow the instructions below for your region.

USA Dealers: Parts required to complete this recall are to be ordered online, through the GM 1Store via GlobalConnect. Please log in and order the label using item number 21232952 or the bulletin number N212329521. The label will be provided at no charge. If a VIN is not involved with this recall, a label will not be available or provided.

Canada Dealers: Please contact the Warranty Call Centre at 1-888-222-5546 to order replacement labels. Dealers will be required to provide a VIN at the time of ordering. If a VIN is not involved with this recall, a label will not be available or provided. Labels will be provided at no charge.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105692	VECI Label Replacement	0.2	ZFAT	N/A
9105693	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	*

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: Canada Only - To avoid having to "H" route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800067, provided in the dealer message sent on April 8, 2021 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

* **Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (March 25, 2021) to the date the inspection or repair closed the recall bulletin. (not to exceed 53 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2020 Cadillac CT4	NA	\$15.17
2020 Cadillac CT5	NA	\$18.94

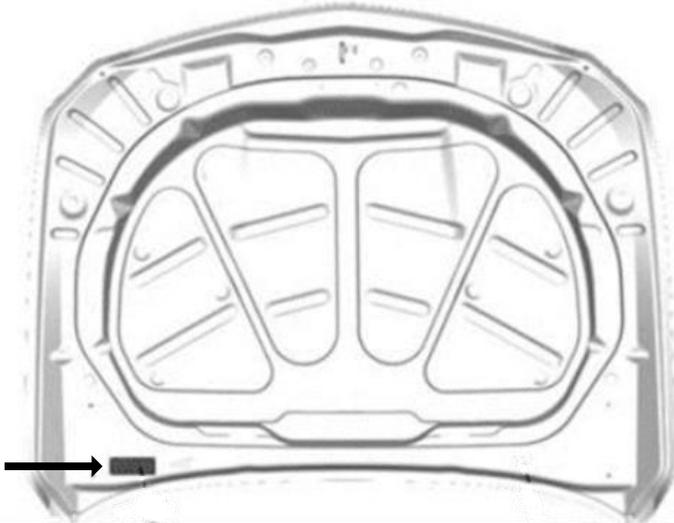
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Service Procedure

1. Open the hood.

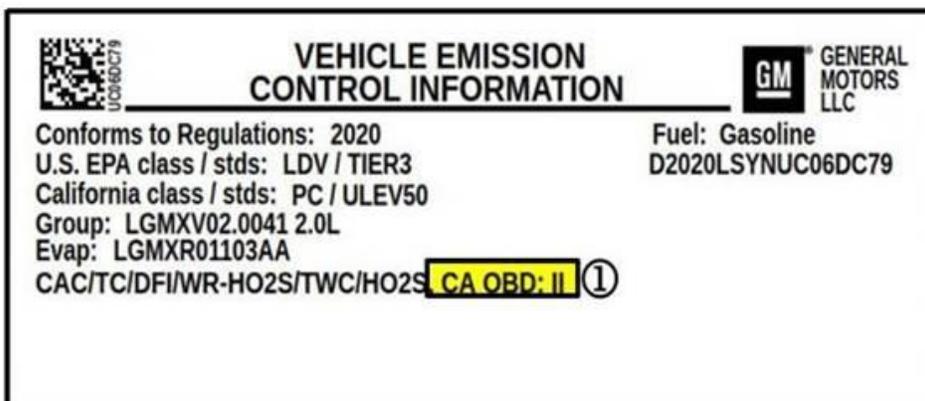
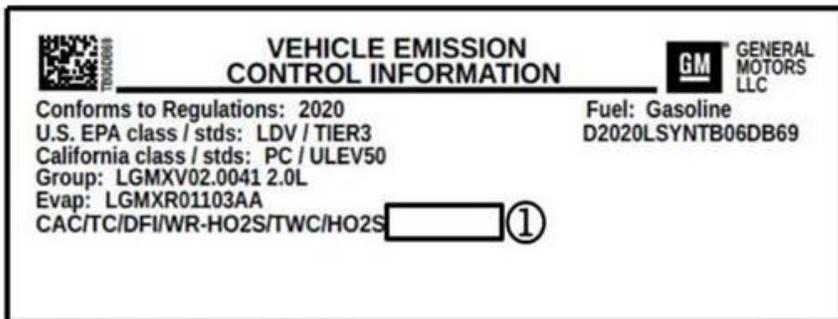


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2. Locate the Vehicle Emission Control Information (VECI) Label on the underside of the hood, in the location shown by the arrow.

Important: DO NOT use any cleaners or solvents to clean the label surface.

3. Clean and dry the VECI label on the underside of the hood using water and a clean, lint-free cloth. The surface must be clean, dry, and free of any contaminants.



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4. Affix the new Vehicle Emission Control Information Label overlay onto VECI label in the spot specified (1).
5. Close the hood.

CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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May 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: Your 2020 model year Cadillac CT4 or CT5 vehicle may have a Vehicle Emissions Control Information (VECI) label which may not contain the correct OBD (On-Board Diagnostic) system identifier.

What Will Be Done: The label for your vehicle is enclosed. To reduce your inconvenience, you can install the label by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at **no charge**.

What You Should Do: If you wish to have your dealer install the label, please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Maryann L. Combs
Vice President
Global Vehicle Safety

N212329521